


Operating *Instructions*



Digital Satellite Decoder

technology by zenith 

Part Number 206-3465

Safety Information

Safety Label

This product has been manufactured and tested with your safety in mind. Improper use, however, can result in potential electrical shock or fire hazards. To avoid defeating the safeguards that have been built into this product, please read and observe the following safety points when installing and using this product:



WARNING

RISK OF ELECTRIC SHOCK
DO NOT OPEN



WARNING: TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER OR BACK. NO USER SERVICABLE PARTS INSIDE. REFER TO QUALIFIED SERVICE PERSONNEL.



The **lightning flash** with arrowhead symbol, within an equilateral triangle, is intended to alert the user to the presence of uninsulated “dangerous voltage” within the product’s enclosure that may be of sufficient magnitude to constitute a risk of electrical shock to persons.



The **exclamation point** within an equilateral triangle is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the appliance.

WARNING: TO PREVENT FIRE OR SHOCK HAZARDS, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

THIS INSTALLATION SHOULD BE MADE BY A QUALIFIED SERVICE PERSON AND SHOULD CONFORM TO ALL LOCAL CODES.

Note to Satellite System Installer

This reminder is provided to call the satellite TV system installer’s attention to the importance of following the appropriate electrical codes for the proper installation of this device.

The information contained in this booklet is subject to change without notice.

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IMPORTANT SAFETY INSTRUCTIONS

1. Read Instructions

All the safety and operating instructions should be read before the product is operated.

2. Retain Instructions

The safety and operating instructions should be retained for future reference.

3. Heed Warnings

All warnings on the product and in the operating instructions should be adhered to.

4. Follow Instructions

All operating instructions should be followed.

5. Power Sources

This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply, consult your product dealer or local power company. For products intended to operate from other sources, refer to the specific operating instructions.

6. Power-Cord Polarization

On some models, this product is equipped with a polarized, alternating-current line plug as a safety feature. If you are unable to insert the plug fully into the electrical outlet, contact an electrician. Do not defeat the safety purpose of this plug by modifying it in any way.

7. Power-Cord Protection

Power-supply cords should be routed so that they are not likely to be walked on or pinched by items placed upon or against them. Pay particular attention to cords at plugs, convenience receptacles, and the points where they exit from the product.

8. Overloading

Do not overload wall outlets and extension cords because this can result in a risk of fire or electric shock.

9. Lightning

For added protection for this product (receiver) during a lightning storm, or when it is left unattended and unused for long periods of time, unplug it from the wall outlet and disconnect the antenna or cable system. This action will prevent damage to the product due to lightning and power-line surges.

10. Ventilation

The ventilation slots and openings in the cabinet are provided to ensure reliable operation of the product and to protect it from overheating. These openings must not be blocked or covered by placing the product on a bed, sofa, rug, or other similar surface. Nor should this product be placed in a built-in installation such as a bookcase or rack unless proper ventilation is provided or the manufacturer's instructions have been followed.

11. Accessories

Do not place this product on an unstable cart, stand, tripod, bracket, or table. If the product falls, serious injury to a person and/or serious damage to the product could result. Use only with a cart, stand, tripod, bracket, or table recommended by the manufacturer, or sold with the product. Any mounting of the product should follow the manufacturer's instructions, and should use a mounting accessory recommended by the manufacturer.

12. Wall or Ceiling Mounting

The product should be mounted to a wall or ceiling only as recommended by the manufacturer.

13. Heat

The product should be situated away from heat sources such as radiators, heat registers, stoves, and other products that produce heat.

14. Water and Moisture

Do not use this product near water; for example, near a bath tub, wash bowl, kitchen sink, or laundry tub, in a wet basement, or near a swimming pool.

15. Object and Liquid Entry

Never push objects of any kind into this product through openings. Foreign objects may touch dangerous voltage points or short-out parts that could result in a fire or electrical shock. Never spill liquid of any kind on product.

16. Cleaning

Unplug this product from the AC power before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

17. Modifications

Do not attempt to modify this product in any way without written authorization from the manufacturer. Unauthorized modification could void the user's authority to operate this product.

18. Attachments

Do not use attachments not recommended by the product manufacturer, as they may cause hazards.

19. Replacement Parts

When replacement parts are required, be sure the service technician has used replacement parts specified by the manufacturer or having the same characteristics as the original part. Unauthorized substitutions may result in fire, electric shock, or other hazards.

20. Damage Requiring Service

Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- The power supply cord or plug is damaged.
- Liquid has been spilled, or objects have fallen into the product.
- The product has been exposed to rain or water.
- The product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to its normal operation.

- The product has been dropped or the cabinet has been damaged.
- The product exhibits a distinct change in performance.

21. Servicing

Do not attempt to service this product yourself. Opening or removing covers may expose you to dangerous voltage or other hazards. Refer all servicing to qualified service personnel.

22. Safety Check

Upon completion of any service or repairs to this product, ask the service technician to perform safety checks to determine that the product is in proper operating condition.

23. Transporting Product



PORTABLE CART WARNING

A product and cart combination should be moved with care. Quick stops, excessive force, and uneven surfaces may cause the product and cart combination to overturn.

REGULATORY INFORMATION

This equipment has been tested and found to comply with the limits of EN55022:1995, EN50082-1:1992. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- consult the dealer or an experienced radio/TV technician.

Caution

Do not attempt to modify this product in any way without written authorization from Zenith Electronics Corporation. Unauthorized modification could void the user's authority to operate this product.

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PRELIMINARY INFORMATION

Welcome To Sky Satellite TV

You are about to embark on a whole new world of entertainment. SKY Satellite TV digital television service offers you a wide choice of domestic and international programming including general entertainment, sports, music, news, films, and documentaries. You may also access various subscription program packages by simply using the decoder and your Sky Card.

Do you have everything you need?

Verify receipt of the following items:

- Decoder Unit
- Input and Output Cables
- Remote Control
- SKY Card
- SKY User's Manual for the digital decoder equipment

Also check the following:

- Is the decoder installed properly?
- Is the equipment and the Sky Card set up to receive your subscription package?
- Ask your installer to assist you in filling in the following information which will be important if you need to contact SKY Customer Service:

Installer's Name: _____

Installation Method: _____

(See "Connections" on page 6)

Your Account Number: _____

Your SKY Card Number: _____

Important Telephone Numbers:

SKY Customer Service 0800-759-759

How do you use this instruction guide?

This guide provides you with illustrated, step-by-step instructions for each function. In most cases you should be able to follow the screens and graphic buttons to perform commands. Once you learn how to use the remote and the on-screen Program Guide, you will consult the manual less frequently.

NOTE: If your decoder is connected to the phone line, you may occasionally be unable to use your phone because the decoder is "on the line." Simply wait for a brief time before attempting to use your phone again.

INSTALLATION

This decoder was manufactured according to international safety standards. In order to obtain the best results, it must be handled carefully and safely. Please read the entire manual, especially the "SAFETY INSTRUCTIONS" beginning on page v. In case of equipment failure or if you have doubts about the installation, handling, or safety, please read "Troubleshooting" on page 45. If you are still unsure, contact a SKY Customer Service.

NOTE: *Remember: Safety comes first!*

What You Should Do

- Install the unit in a cool part of the room, away from direct sun rays. Excessive heat and moisture will damage the decoder.
- Place the unit in a well ventilated area.
- Leave 50 mm clearance (minimum) between the equipment components to allow for air circulation. Do not block the ventilation holes.

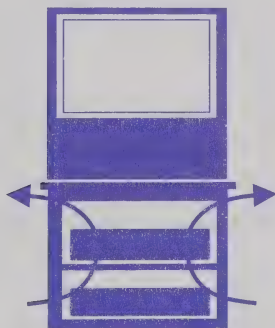


Figure 1: Air Flow for Proper Ventilation

What You Should Not Do

- X** Expose the equipment to heat, sun rays, or water.
- X** Install it outdoors.¹
- X** Enclose it in a closet.
- X** Position the components too close together.
- X** Place objects on top that might block the ventilation vents.
- X** Spill liquids into the unit.
- X** Insert any object into the ventilation slots.

To Avoid The Hazard Of Electrical Shock



IMPORTANT: Remember that contact with the AC power leads may be fatal.

NOTE: Never remove the cover. This device has no user serviceable parts.

- This decoder can accommodate line voltages of 115-240 VAC, 50/60 Hz. Do not connect it to a direct current source.
- Disconnect the electrical supply cable before connecting or disconnecting other cables to the decoder.
- Check that all electrical connections are tight.
- When all cables are connected, plug the electrical supply cable into the wall outlet.

NOTE: If you have any doubts regarding the electrical installation, the outlet, or the connections, contact a qualified electrician.

Connecting the Decoder

Your decoder may be connected by an installer. Refer to the following pages for installation instructions. The possible entertainment system components and cables are described, as well as how to connect the components to the decoder. The major topics are organized as follows:

- Components
- Cables
- Before Connecting the Decoder
- Notes about Picture-in-Picture
- "Typical Connection to TV"
- "Connection to TV Using A/V Jacks"
- "Typical Connection to TV and VCR"
- "Connection to TV and VCR Using A/V Jacks"

Components

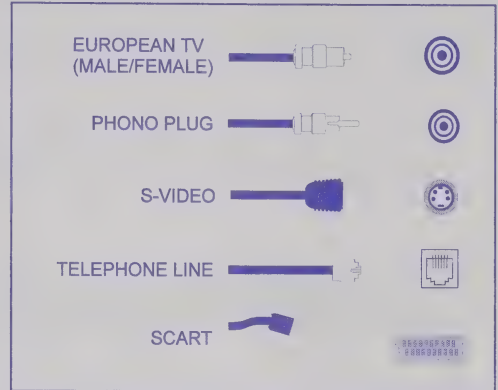
Your entertainment system may consist of the following components. Before configuring the decoder, determine which ones you wish to include:

- Satellite Decoder
- Television or Video Monitor (TV)
- Video Cassette Recorder (VCR)
- Laser Disc Player
- Additional Cable-TV System Box
- TV Antenna

Cables

Each of your audio/video (A/V) components should be equipped with connectors that accept one of the following cable types:

- European TV Cable
- Phono Plug
- S-Video Cable
- Telephone Cable
- SCART Cable



Always use high quality shielded cables.

For your benefit, instructions for suggested installation options are provided on the following pages. Examine each of your entertainment components to determine which type of cable is needed, then proceed to the instructions on the following pages to install your decoder.

Notes on Picture-in-a-Picture (PIP)

Some televisions are equipped with the picture-in-a-picture feature. Because the operation of PIP varies from TV to TV, and from VCR to VCR, it is best to consult both these manuals for installation requirements.

Before Connecting the Decoder

- Place all components of your audio-video entertainment system (TV, VCR, decoder, etc.) in their normal operating locations.
- Make sure the decoder rests on a stable, level surface that is large enough to accommodate the entire unit.
- Install batteries in the remote.
- Do not plug in your decoder until after all connections are completed.

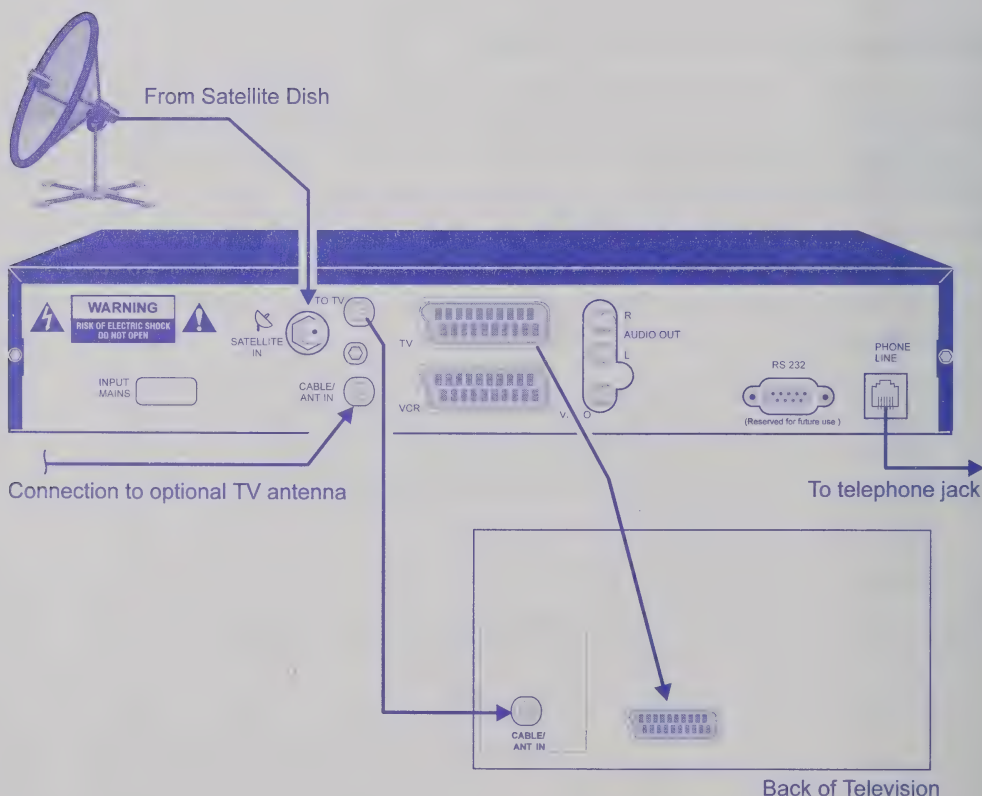
Connections

The following illustrations show the sample connections that can be made to a TV and VCR. Select the connection that best suites your needs. Many other connections may be possible when optional devices such as RF cable splitters and A/B switches are included in your system. These devices can cause signal degradation, and if too many are used, poor quality picture and sound may result.

NOTE: Turn off or unplug all equipment of the audio/video system before attempting any connections.

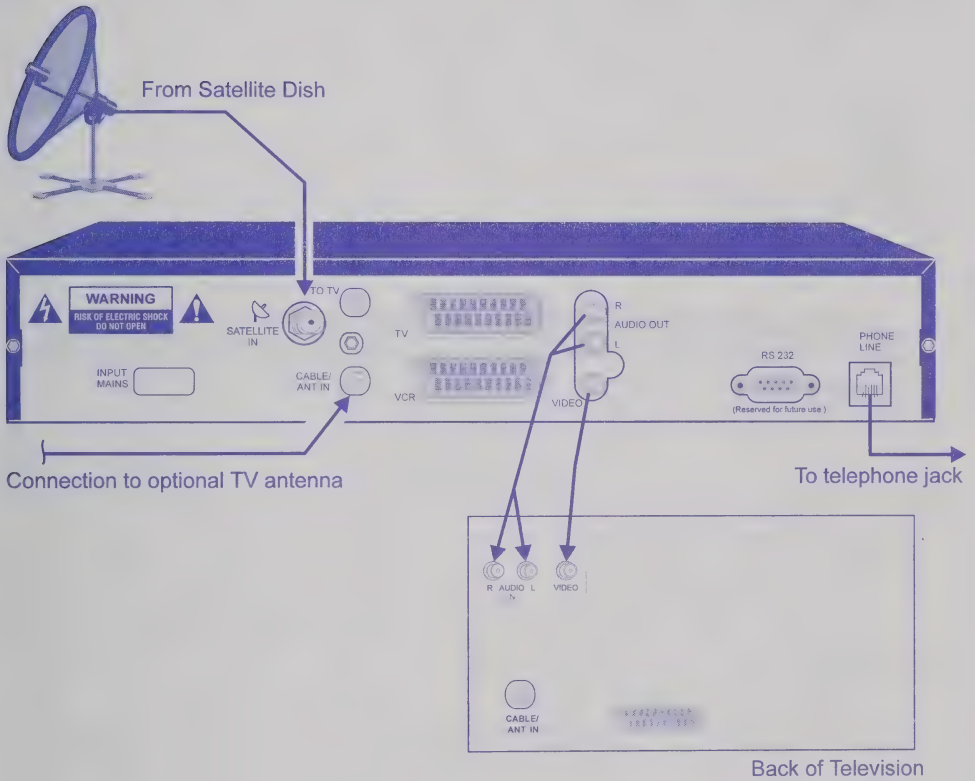
Typical Connection to TV

- Use the "TO TV" or the SCART connection to connect the decoder to your TV.



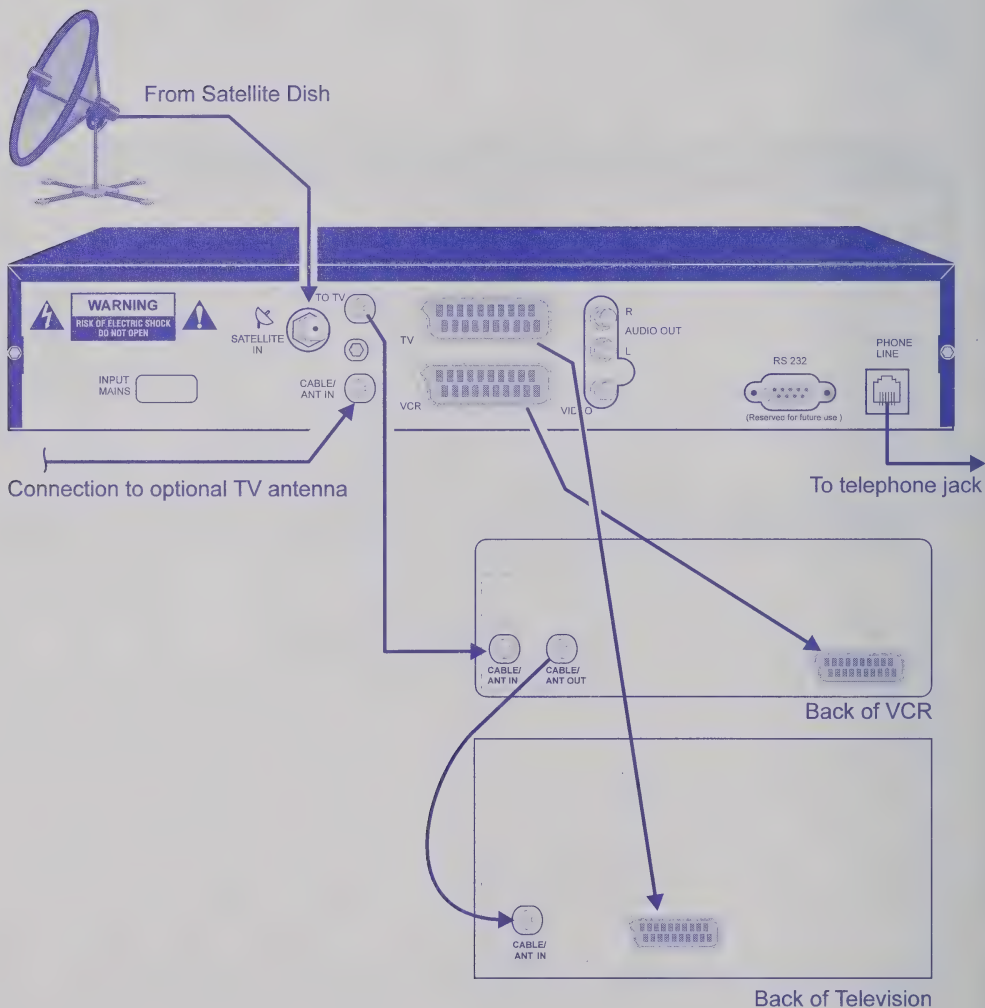
Connection to TV Using A/V Jacks

- If your TV is not equipped with a SCART connector, connect the decoder to your TV using the Video and Audio (R and L) out jacks.



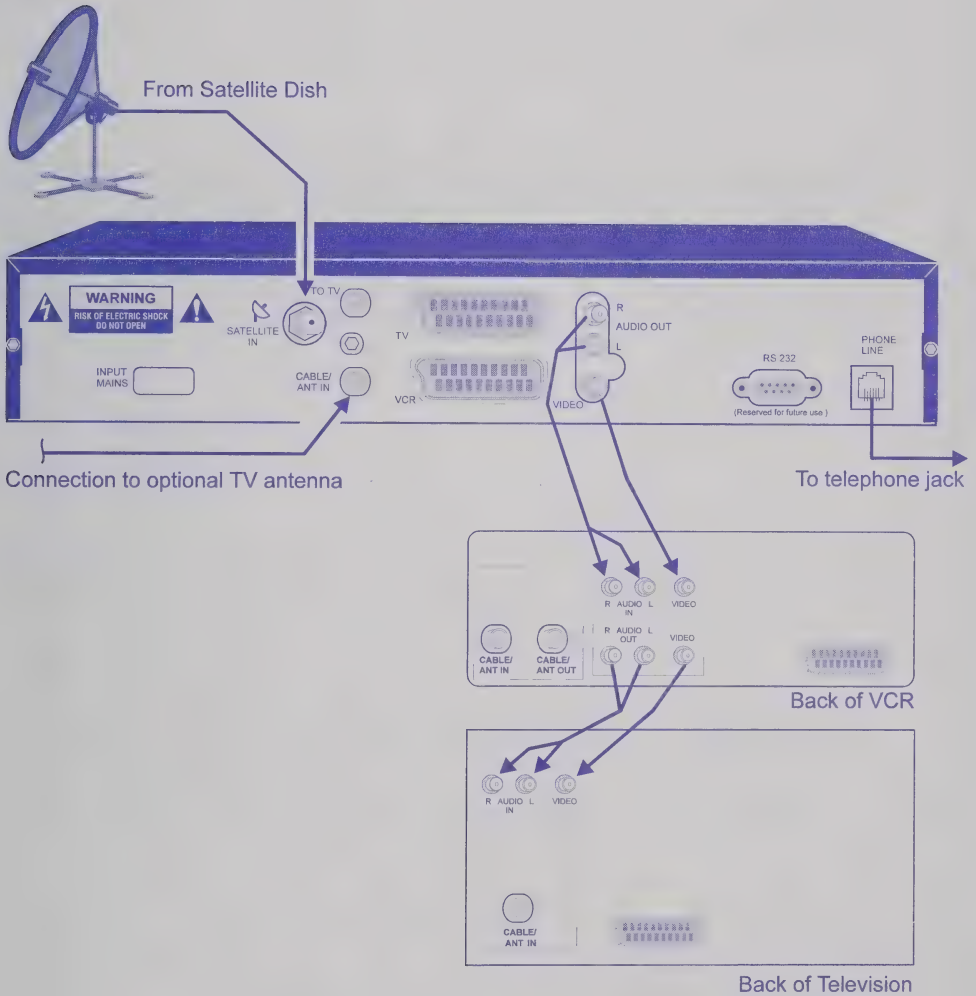
Typical Connection to TV and VCR

- Use the "TO TV" or the SCART connection to connect the decoder to your TV and VCR as shown below.
- If the SCART connections are used, make sure the TV and VCR connectors are routed to the proper system component; the TV and VCR respectively. The connections are not interchangeable.



Connection to TV and VCR Using A/V Jacks

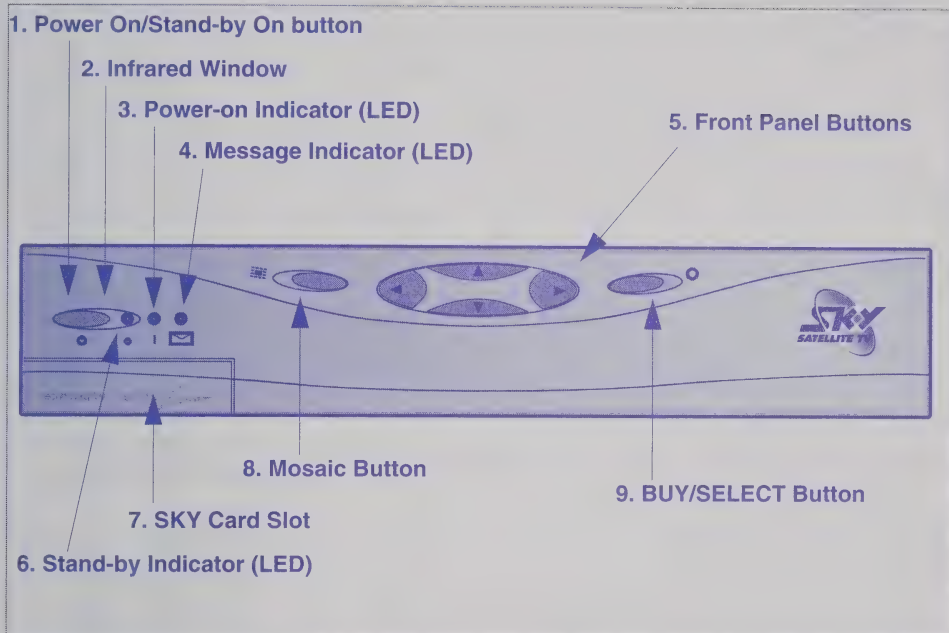
- If your TV is not equipped with a SCART connector, connect the decoder to your TV and VCR using the Video and Audio (R and L) out jacks.



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THE DECODER

Decoder Buttons and Indicator Lights



1. Stand-by “On” Button

Turns the decoder on or off. “On” is the normal operating position; “Off” is stand-by mode.

2. Infrared (IR) Window

The remote operates by sending a beam of infrared (IR) light to this window. The area between the remote and this window must be clear.

3. Power “On” Indicator (LED)

Lights green to indicate decoder is on and remote is working. The Stand-by indicator turns off.

4. Message Indicator (LED)

Lights green when a message is waiting.

5. Front Panel Buttons

You can operate the equipment by pressing the 4 directional ARROW buttons to adjust the volume and change channels.

6. Stand-by Indicator (LED)

Light is off when decoder is working. Lights red in stand-by mode. The red light flashes when the remote is operated.

7. SKY Card Slot

Open the door and insert your smart card with the arrow pointing toward the slot and the gold contact pad facing down.

8. Mosaic button

Press this button to access the Mosaic channel.

9. BUY/SELECT Button

Used for pay-per-view transactions.

IMPORTANT: Turn off the decoder if it will not be used for extended periods of time.

SKY Card

NOTE: The graphic design on the card may vary.


Here are some important tips about the SKY Card:

- Write down the card number for future reference.
- Do not fold or damage this card.
- Do not leave it exposed to the effects of the heat or sun rays for a long time.
- Do not insert or extract the card unnecessarily.
- Clean it with a soft, dry paper tissue. Do not immerse in liquids; do not use cleaning solutions.
- Keep it away from children and pets.
- In case of difficulties with the card, please contact SKY Customer Service.




THE REMOTE CONTROL


Remote Control Buttons

1. **Power** 


Turns the decoder on and off. A light on the front panel indicates the stand-by status.

2. **Numbers** 


Used to select channels, enter a security code and set spending limits.

3. **Television** 


Returns to satellite TV from the on-screen Programme Guide.

4. **Guide** 


Displays the on-screen programme guide.

5. **Select** 



Accesses programs and functions in the Programme Guide or Sky Menus.

6. **Plus** 


Displays more programme information such as language options.

7. **Information** 


Displays available programme information.

8. **Volume Up**  **or Down** 


Increases and decreases the volume.

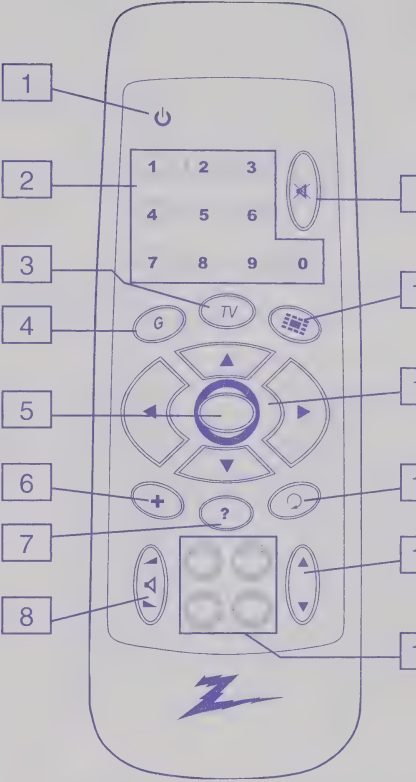
9. **Mute** 

Turns off the sound.

10. **Mosaic** 

Takes you to the mosaic channel where you can select channels and view promotional information.

11. **Menu Navigating** 

These directional arrows move the on-screen selector to options within the menus on the screen. Press the "Up," "Down," "Left," and "Right" arrows to select promotional channels, schedules, or Sky Menus.
- 

12. Go Back ↶

Returns to the last screen or last programme viewed.

13. Channel Up ▲ or Channel Down ▼

“UP” moves to the next channel on the channel display; “DOWN” returns to the previous channel on the channel display.

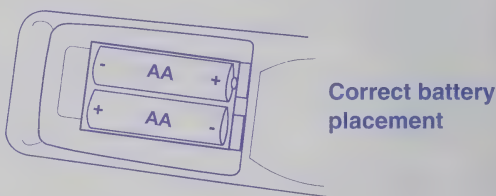
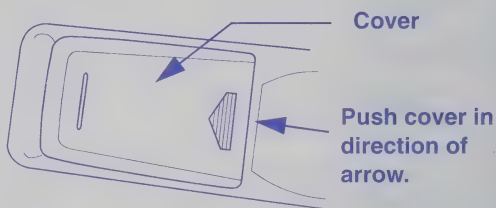
14. Red, Blue, Green, Yellow Buttons

These are reserved for future uses.

Batteries

If the remote does not operate the decoder from a distance of more than three meters, install two new AA-size batteries. To replace the batteries:

- Open the battery compartment by pressing on the arrow with your thumb and sliding the cover off.
- Install the batteries by matching the polarity markings (positive [+] and negative [-]) on the batteries with the polarity markings in the compartment. Position the batteries as shown in the illustration:
- Replace the cover by sliding the two prongs into the grooves at the top of the compartment and snapping the cover back into place.





Useful Battery Tips

- Do not place heavy objects on top of the remote keypad. Prolonged, unintentional operation of the remote shortens battery life.
- Remove the batteries if you will not be using the remote for a month or more.

NOTE: Never leave discharged batteries inside the remote. The manufacturer is not responsible for damage due to battery leakage.

USING YOUR DECODER

Turning the Decoder On and Off

1. While the decoder is not in use, set it in stand-by mode by pressing  on the remote. A red light on the front of the decoder shows when it is in stand-by mode.
2. To use the decoder, press . The red (stand-by) indicator light turns off and a green indicator turns on.

NOTE: Each time the decoder is turned on, it returns to the Mosaic Channel.

Navigating the Mosaic with the Remote Control

If the Mosaic is not currently showing on the TV:

- Press the MOSAIC button on the remote control to view the mosaic channel.



- Use the four directional ARROW buttons to move the selector around the screen.



The centre box contains promotional messages or preview information about upcoming special events.

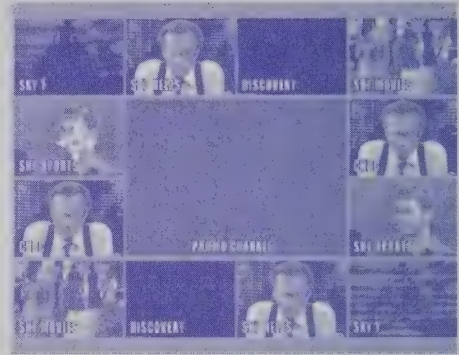
The on-screen *Menus* are accessed by moving the selector to the middle of the screen and pressing SELECT.



Selecting a Programme from the Mosaic

While viewing the mosaic page:

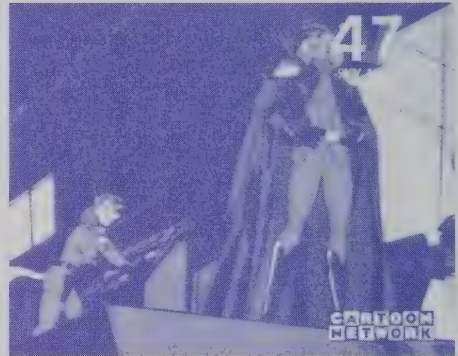
- Use the directional ARROW buttons to place the selector on the channel or programme you want to watch.
- Press the SELECT button. The programme you selected from the mosaic is displayed.



Using the Remote to Select a Channel

If you know the number of the channel you want to watch:

- Use the numbers on the remote keypad to enter the channel number. In this illustration, channel 47 is selected.



- You may also view available channels one-by-one by pressing the CHANNEL up or down button.



Viewing Information About a Programme

Information About What You're Watching

To see more information about the programme you are watching:

- Press the **INFORMATION** button on the remote. The information banner gives you the programme title, and when it begins and ends.



To see the information banner for the *next* programme on the same channel:

- Press the right **ARROW**.



To return to the banner about the programme you are watching:

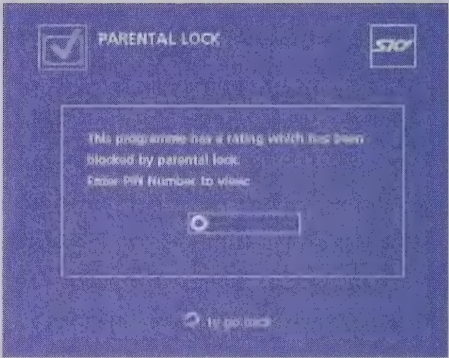
- Press the left **ARROW**.
- Press the **INFORMATION** button again to erase the information banner.



NOTE: Does your information banner disappear too soon? If you want the banner to remain on the screen longer, see “Setting the Banner and Notify Duration” on page 39.

Blocked Programmes

If you try to watch a channel that is blocked by the Parental Control feature, you must enter your personal identification number (PIN) to view the programme or to change the rating. For more information on blocking or unblocking programmes, see “Parental Lock” on page 40.



Censor Ratings

Censor ratings assist you in determining whether a programme is appropriate for certain audiences. For example, you can find out if a programme contains strong language and violence.

The **Censor Ratings** are:

Violence

Language May Offend

Sexual Content May Offend

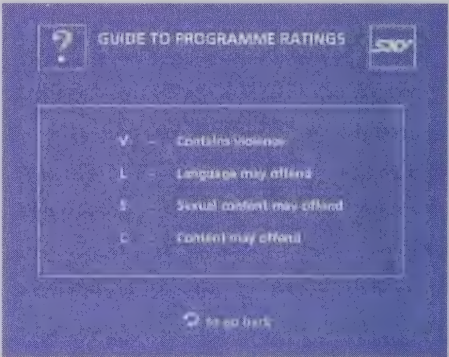
Content May Offend

V

L

S

C



Programme Rating Guide

G = General Audiences; all ages

PG = Parental Guidance; some material may not be suitable for all children


M = Mature; parents strongly cautioned

R16 = Restricted; under age 16 requires accompanying parent or guardian

R-18 = Restricted; no one under age 18 should view

(A1, A2, and A3 are reserved for future use.)

The *Parental Control* option allows you to block programmes considered inappropriate for certain audiences by using the “Programme Rating Guide.” Blocked programmes are designated by a

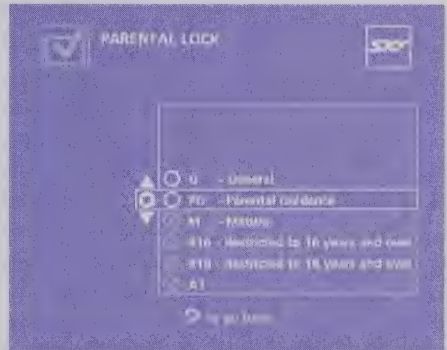
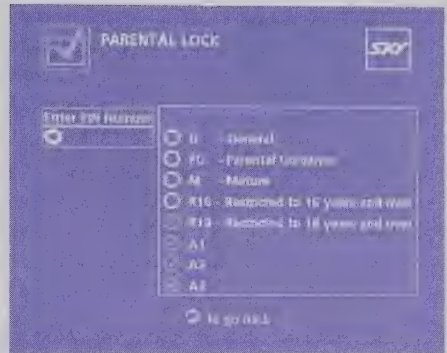
 symbol.

For more information about Parental Control, see “Parental Lock” on page 40.

Watch a Blocked Programme

To watch a blocked programme without changing the settings in the Parental Control menu;

- Tune to the channel showing the program. A message appears identifying this as a blocked programme.
- Press SELECT and enter your PIN.
- Press SELECT again. The block is now temporarily removed so you can watch the programme.



Language Options

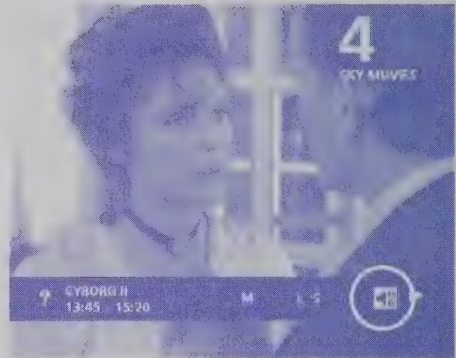
The **language symbol**



displayed on the information banner means the programme is available in other languages for audio or subtitles.

To select another language:

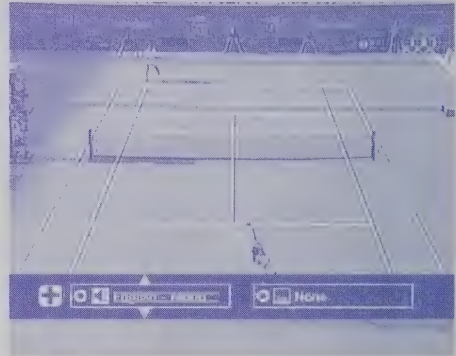
- Press PLUS to see the language options.



A double red line is drawn through the language bar if a language is not available.

If you do *not* wish to select another language:

- Press PLUS to erase the language options and return to the programme you were watching.
- Press MOSAIC at any time to return to the mosaic.



NOTE: The decoder remains set to the selected language until a different language is chosen.

ON-SCREEN PROGRAMME GUIDE

The Programme Guide provides details about all the events (programmes) offered for the next eight days and includes all available channels, even if you do not subscribe to them. To view the on-screen Programme Guide, press **G** on the remote or select Programme Guide from the Programme Menu.

List of Channels by Number and Name

Day of Programmes

Current Time

Time of Programmes

Selection Bar

List of Programmes

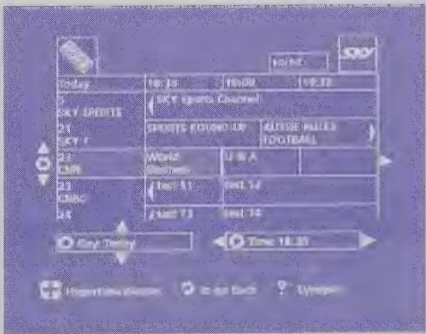
See Programmes on a Different Day

Information About a Selected Programme

Today	14:30	15:00	15:30
24 SKY Movies	Test 75	Test 76	
25 SKY Sports	Test 102	Test 103	Test 104
1 SKY 1	PERSONS UNKNOWN		
2 SKY NEWS	RUGBY LEAGUE	INTERNATIONAL	
3 DISCOVERY	IN CARE OF NATURE	MEDICAL DETECTIVES	
4 SKY MOVIES	CYBORG II	RACE WITH THE DEVIL	

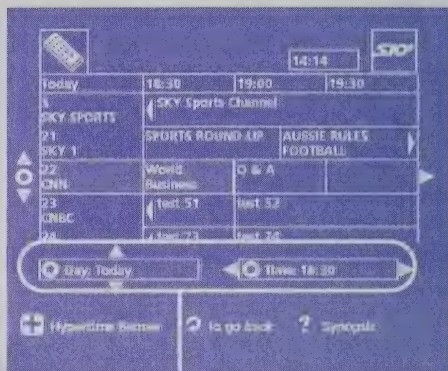
See The Available Programme Options for Today

- Press the up/down ARROWS to search the channels.
- Press the left/right ARROWS to move forward or backward to different times.
- Press GO BACK to return to the previous screen.



To See Programmes on Another Day or Hour

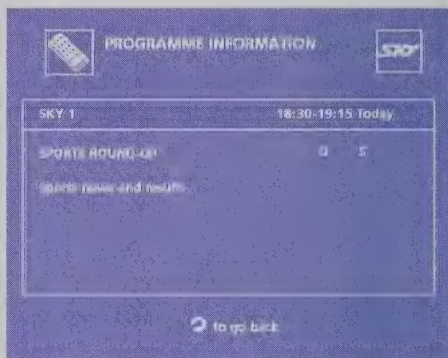
- Press the PLUS button to display two information bars where you can change the day and hour of the Programme Guide.
- Use the up/down ARROWS to change the day.
- Use left/right ARROWS to change the hour.
- Press SELECT to view the new Programme Guide for the day and hour you requested.



Changes the Day and Time

To Display Additional Information About a Programme

- Use the up/down/left/right ARROWS to select a programme.
- Press the INFORMATION button to display additional information about the programme.
- Press GO BACK to return to the previous screen.

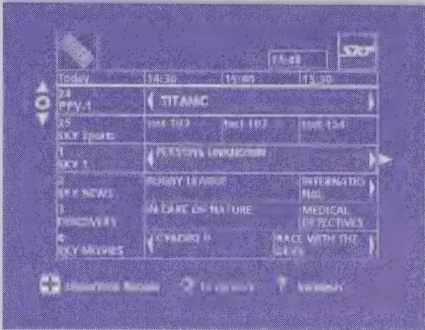


RESERVING "PAY-PER-VIEW" PROGRAMMES

You can reserve "Pay-Per-View" (PPV) programmes to watch now or later from the on-screen Programme Guide.

From the Programme Guide:

- Use the up/down ARROWS to highlight the "PPV" channel.
- Use the left/right arrows to highlight the programme you want to reserve.



The next screen notifies you of the time of the programme, additional information and its rating information.

- Press SELECT to reserve this show.



Additional programme information about the PPV programme.

The next screen again identifies the time the programme begins and prompts you to confirm your order.

- Press SELECT to confirm the order for this programme.



Press SELECT to confirm your order.

A final screen states that you will be asked to confirm the order shortly before the programme begins.

- Press SELECT to continue.

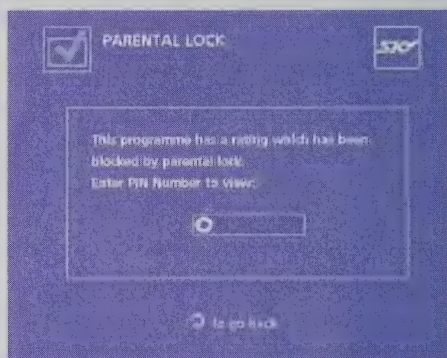


You could encounter one of two possible conditions:

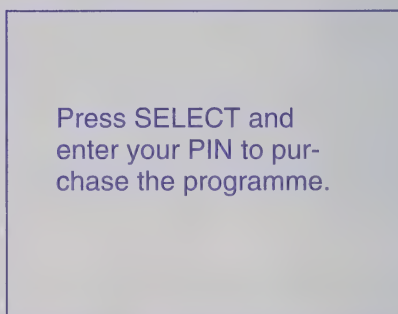
- You attempt to view a programme which has a blocked *parental rating*.
- You attempt to purchase a "PPV" programme but have exceeded your *spending limit*.

You must enter your PIN to override the parental control and the spending limit.

1. If the movie carries a rating that you have previously set as "blocked," you are prompted to press SELECT to override the rating limit. To see more about changing the ratings, see "Parental Lock" on page 40.



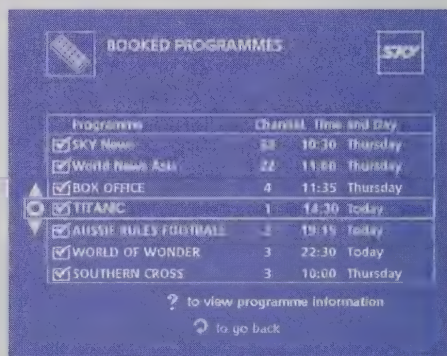
2. If the "PPV" price exceeds your previously set *spending limit*, you are prompted to press the SELECT button to override the limit. For more about adjusting "PPV" limit, see "Set PPV Limit" on page 37.



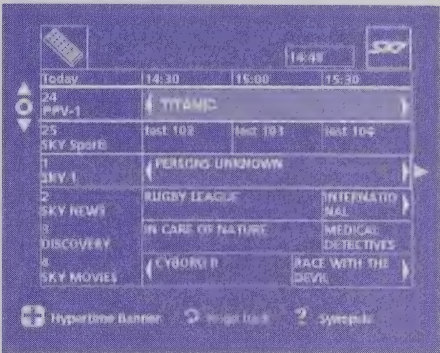
After it is confirmed, the purchased show appears in the "Booked Programmes" schedule.



- Press Go Back to return to the Programme Guide.
- Or, press SELECT to cancel your purchase request.



When you return to the Programme Guide, the programme you reserved will be highlighted.

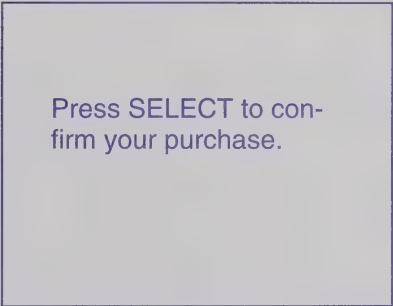


Five minutes before the reserved programme begins, a banner will be displayed on your screen.

At this point you have the option to confirm your choice by pressing SELECT, or to cancel the programme by pressing GO BACK.



To learn how to request a listing of programmes you have reserved or to cancel a previously ordered programme, see "Booked Programmes List" on page 31



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ON-SCREEN MENUS

Customizing Your Settings

The menus allow you to customize many of the decoder functions. Each symbol shown below represents one of six different menus. Only five menus are visible at any time. You move from one menu to the next by pressing left/right ARROW buttons.

MENU BAR

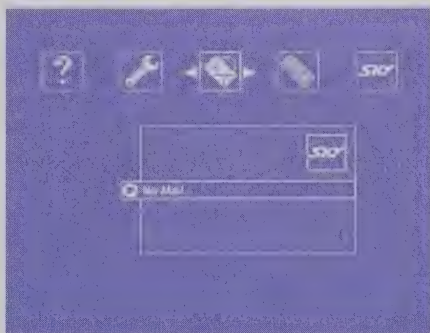


- While watching a programme, press the MOSAIC button to view the Mosaic page.
- Use the arrow buttons move the selector to the centre and press SELECT.
- Use the left/right ARROW buttons to move between the six menus in the menu bar at the top of the screen. Notice that the “active” menu appears in the centre box.



Each menu contains a list of options. You move through the list using the up/down ARROWS.

- To choose an option, press SELECT.



Description of Menus:

Messages



The Message Menu contains important messages to you from SKY services.

Programme



The Programme Menu shows the Programme Guide, as well as a list of the reserved programmes.

SKY Channels



The Sky Channels Menu contains an alphabetical listing of TV and radio channels.

Personal



The Personal Menu allows you to customize the operation of some on-screen functions.

Help

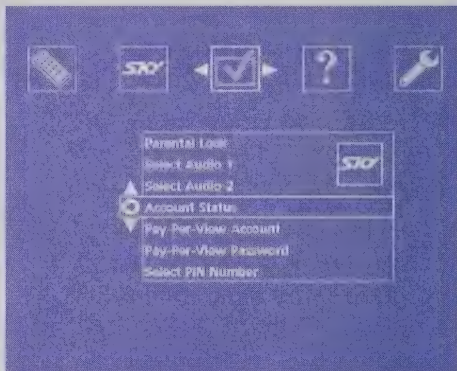
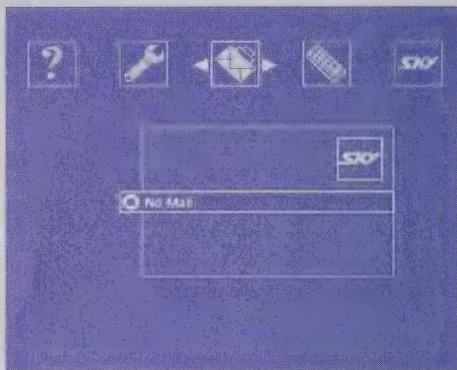


The Help Menu contains instructions to assist you in using the on-screen Programme Guide.

Systems



The Systems Menu is for the exclusive use of the installer; see below:



NOTE: The Systems Menu must only be used by the installer. Do not attempt to change any settings in this menu unless you are authorized to do so.

Using the Messages Menu



Important messages are periodically sent to SKY customers -- some are informational; others are urgent. Messages announce upcoming programmes, promote Sky upgrades and enhancements, or remind you of a payment.

If you receive a message, the green mail symbol is lit on the decoder's front panel. When the decoder is tuned to the Mosaic channel, the "message" icon appears on the screen. It also appears on the information banner and then disappears.

We recommend that you read these messages right away because they will be replaced by new messages.

- Use the left/right ARROWS to access the Message Menu illustrated by an envelope, and then press SELECT.



A list of messages sent to you by SKY Customer Service is displayed. (The picture shows there are currently no messages.)

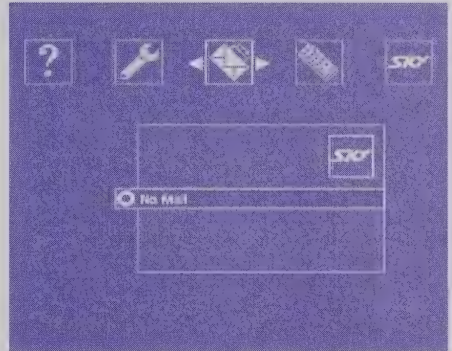
- To read your messages, highlight a message using the up/down ARROWS then press SELECT on your remote.



- After you read the message, you may press SELECT again to delete the message.



- To exit this screen and return to the menu bar, press GO BACK.



Press SELECT to delete message or choose another message to read.

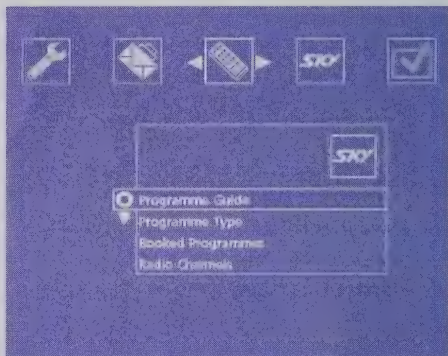
Using the Programme Menu



You may access the on-screen Programme Guide, reserve programmes, and view previously scheduled programmes from the Programme Menu.

The four programming options are:

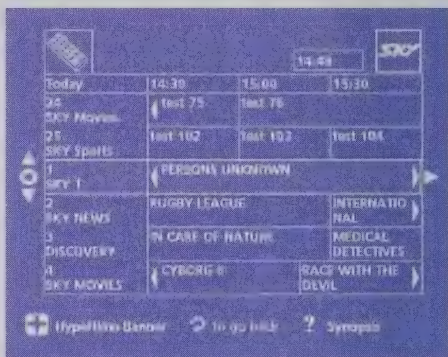
- Programme Guide
- Programme Type
- Booked Programmes
- Music Channels
- Use the up/down ARROWS to choose an option, then press SELECT



Programme Guide

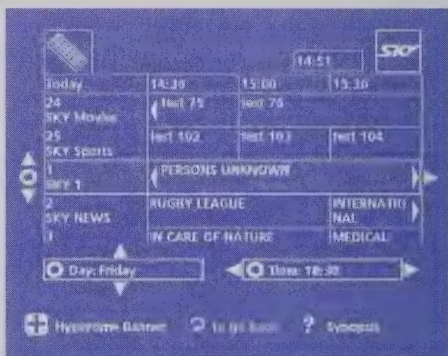
When you select the on-screen Programme Guide, a list of today's programmes is displayed.

- Use the up/down ARROWS to scroll through the programmes.
- Use the right/left ARROWS to see programmes at other times of the day.



To quickly access programmes on another day or time:

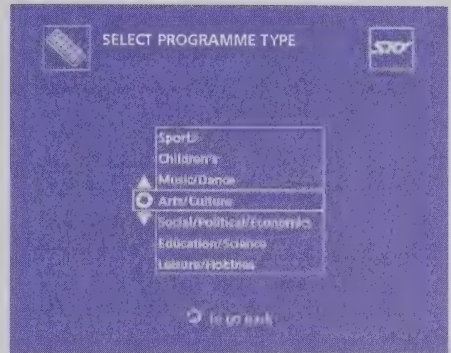
- Press PLUS.
- Change the day in the "day" box using the up/down ARROWS.
- Change the time in the "hour" box using the right/left ARROWS.
- Press SELECT.
- Press GO BACK to return to the previous screen.



Programme Type

When you select Programme Type, a list of programme “categories” is displayed.

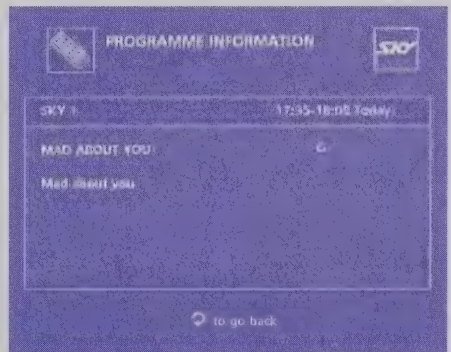
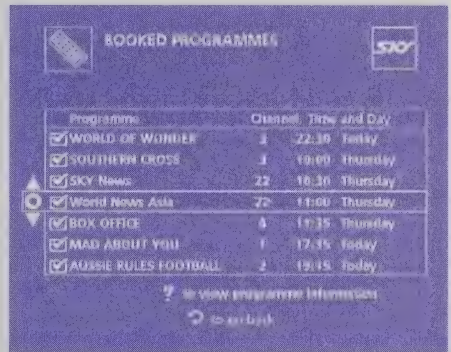
- Scroll through the categories using the up/down ARROWS.
- Press SELECT to display programmes from a specific category, such as “Arts/Culture.”



Booked Programmes List

By selecting Booked Programmes, you can review your list of scheduled programmes.

- Select “Booked Programme” from the Programme Menu options.
- The programme title, channel, hour and day are displayed. A “check” next to a programme indicates that it is “booked.”
- Press INFORMATION to learn more about the programme, such as the rating.
- Or, press GO BACK to return to the previous screen.

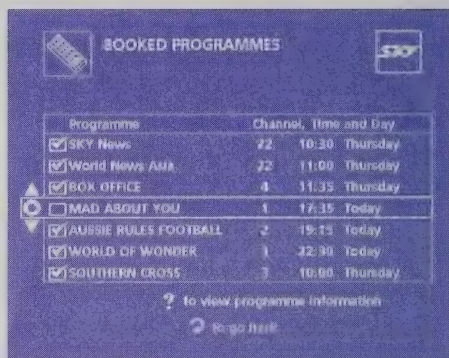


ON-SCREEN MENUS

- To cancel a programme, highlight the programme to be cancelled and press SELECT.

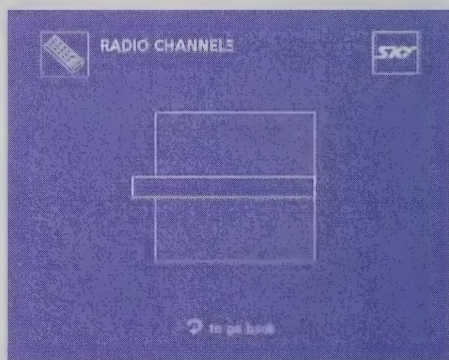


For each cancelled programme, an empty check box is displayed. (The cancelled programme will be absent from the list the next time you request this screen.)



Radio Channels

- Using the down ARROW, select "Radio Channels."
- Using the up/down ARROWS select the type of music you wish to hear and press SELECT.



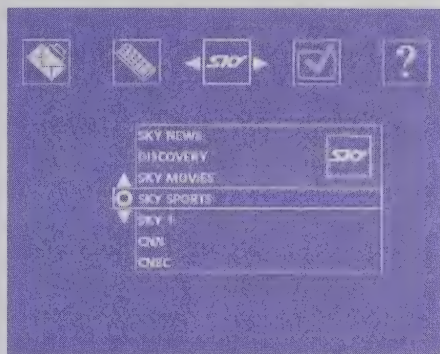
(Available radio choices for your system will appear in the list.)

Using the Sky Menu



You may learn important channel information by choosing the Sky Menu. This is particularly useful if you want to see what is on a certain channel right now and what follows.

- Select the Sky Menu to view a listing of TV and radio channels.
- Use the up/down ARROWS and the SELECT button to choose one of these channels.



The channel appears with an information banner showing additional facts about the programme including programme title, hour and programme rating. The channel number and name appears in the upper right-hand corner.

- Press the right ARROW to view information about the subsequent programme on the same channel.



The programme title and hour of next programme on the channel is displayed along with additional information.

- Press the left ARROW to go back to the previous information banner.
- Remain on the channel to continue watching the programme or press the SELECT button to return to the Sky Menu.

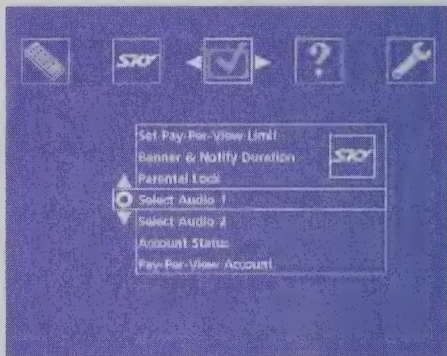


Using the Personal Menu



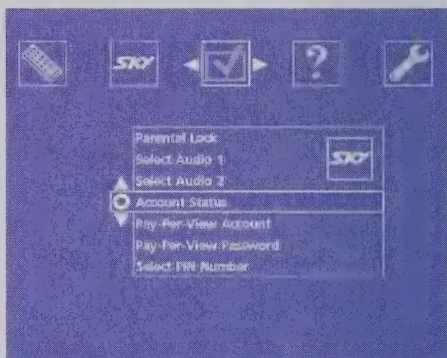
The Personal Menu allows you to adjust many of the decoder and Programme Guide features to your preferences.

- Scroll through the main menu options using the up/down ARROWS.
- Choose an option to customize by pressing SELECT.



Viewing the Status of Your Account

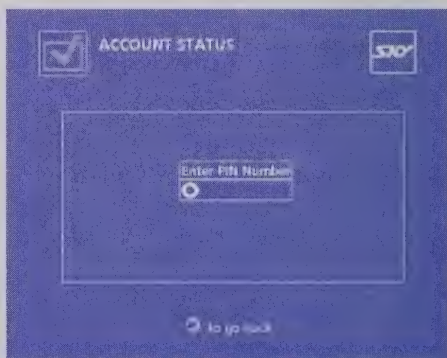
At any time you can obtain a statement of the charges on your account by selecting "Account Status" from the list. The statement provides a detailed account of your service package, balance due, and date of payment.



To protect access to this information, you are asked to enter your 4-digit PIN number and press SELECT. Your PIN appears as asterisks.



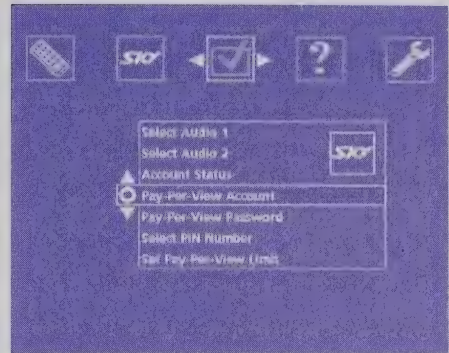
(Remember, for a new decoder, your PIN is preset as **0000**.)



Checking the Status of Your PPV Account

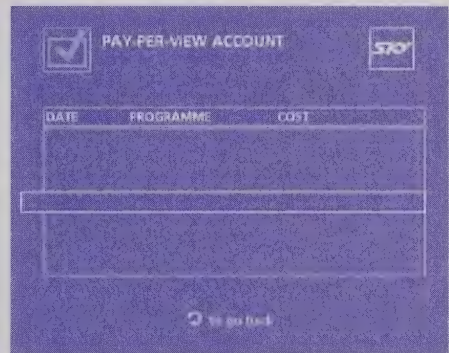
If you have questions about your Pay-Per-View (PPV) account, the information is available through the "PPV Account" option.

- Press SELECT to view your PPV account.



The PPV account screen shows you each scheduled programme along with its showing date, title, and cost.

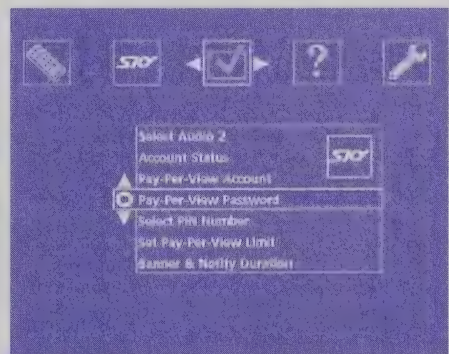
If no programmes have been purchased, the screen is blank.



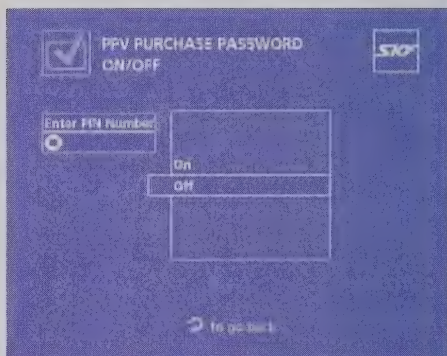
Pay-Per-View (PPV) Password

You can turn your PPV password *on* or *off* at any time.

- Select the option "Pay-Per-View Password."



- Enter your PIN.
- The cursor jumps to the selection bar where you may choose to turn the password on or off using the UP/DOWN arrows and the SELECT button.

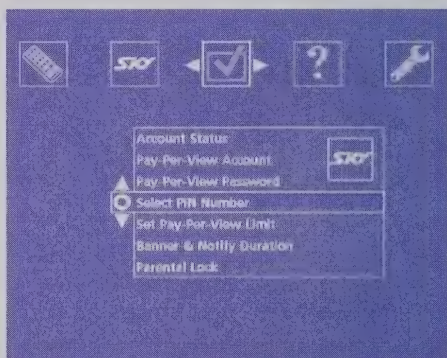


Selecting or Changing Your PIN

Your PIN number allows you to access your account statement and to watch blocked programmes.

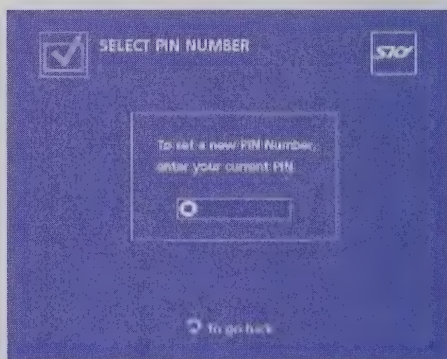


NOTE: The PIN of a new decoder is preset as **0000**.

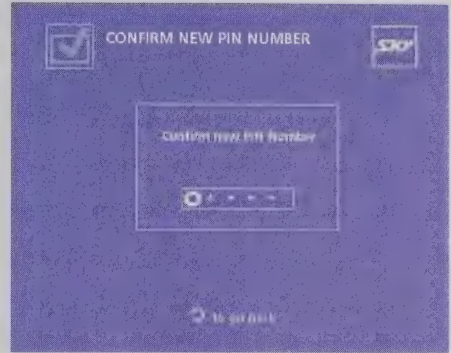


To change the PIN to another number of your choice:

- Highlight "Select PIN Number." and press SELECT.
- Using the number pad on the remote, enter your current key code and press SELECT. (Asterisks appear on the screen in place of the numbers.)



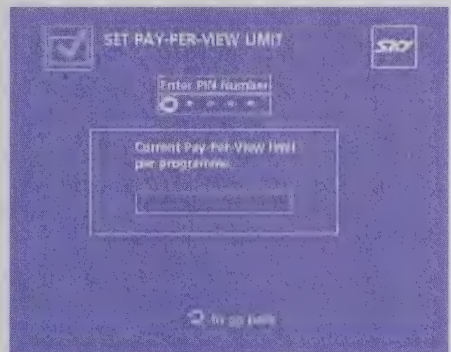
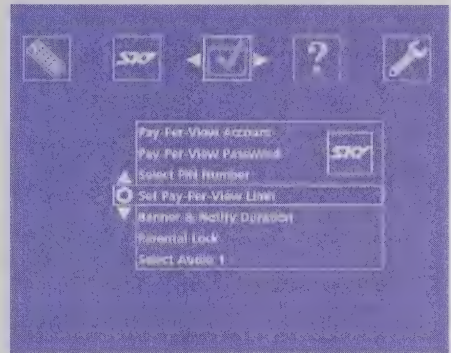
- Enter your new PIN and press SELECT.
- Enter the new PIN again to confirm it and press SELECT.
- Or, press GO BACK to return to the menu.



Set PPV Limit

The Personal Menu allows you to establish a per-programme limit on PPV purchases. For example, if you are unwilling to spend more than \$10 for a PPV programme, you can set this as the maximum.

- To establish a new limit, select "Set PPV Limit" from the Personal Menu and press SELECT.
- Enter your PIN number and press SELECT to view the next screen.



To Set

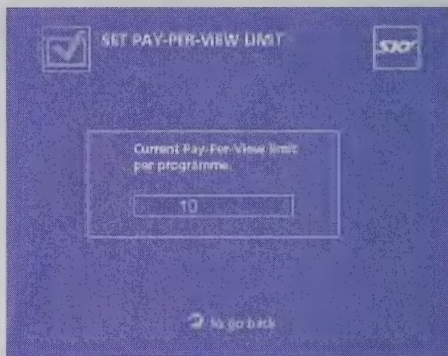
- Using the number buttons on the remote, enter the limit you wish to set.



- Press SELECT.

If this is the first time you have accessed this screen, no limit will be displayed.

- If you do not wish to set a limit, press GO BACK to exit this screen.



To Change

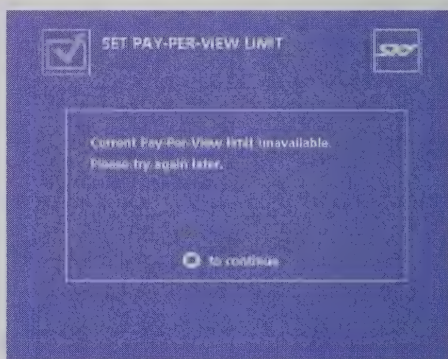
If you are changing your limit, the current limit is displayed.

- Use the number buttons to change current limit.
- Press SELECT when you are finished.
- Or, press GO BACK to return to the previous screen without setting a limit.



If you should receive an error message explaining that the current limit is unavailable, please try to perform this step at a later time.

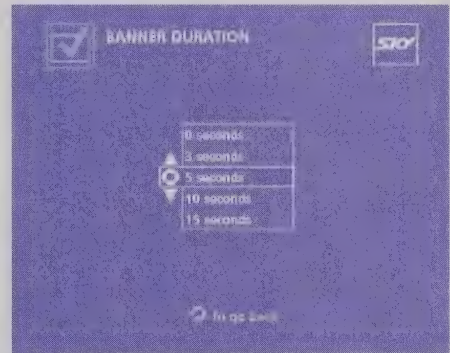
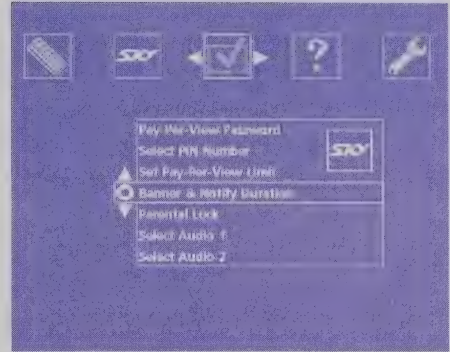
- Press SELECT to continue.



Setting the Banner and Notify Duration

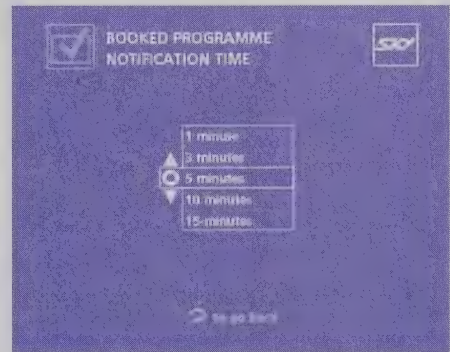
You may determine the duration, in seconds, of the on-screen programme information banner.

- Use the up/down ARROWS to choose “Banner and Notify Duration” and press SELECT.
- Use the up/down ARROWS to set the “Banner Duration” according to your preference: 3 to 60 seconds in various increments.
- Press SELECT to confirm your setting.



The next screen sets the notification of an approaching booked programme.

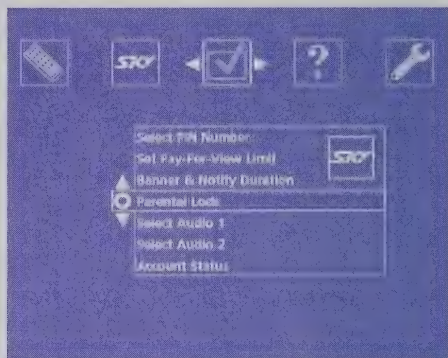
- Using the up/down ARROWS, select the “Booked Programme Notification” time (in various increments from 1 to 60 minutes). If you select 30 minutes, you will be informed 30 minutes before show time of a booked programme.
- Press SELECT to confirm the setting.
- At any time, you may press GO BACK to return to the previous screen without making a choice.



Parental Lock


Using the Parental Lock option, you may block programmes that you consider inappropriate for certain audiences, but you may also watch those programmes at any time by entering your PIN.

- Use the up/down ARROWS and select "Parental Lock."



- Use the up/down ARROWS to choose one or more of the ratings.



- The circle with a line through it  next to the programme rating indicates which ones are blocked.



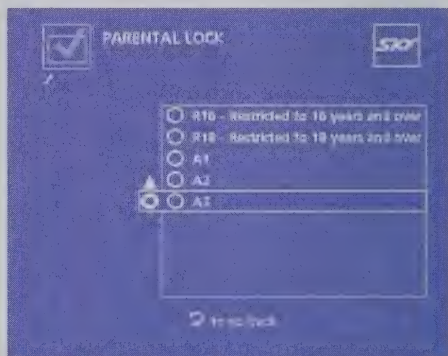
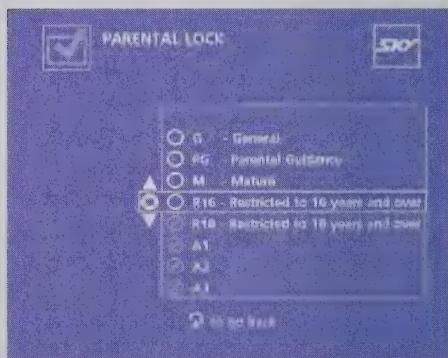
- Press SELECT to confirm your ratings choices.



- Or, press GO BACK to return to the options menu.

To release blocked programmes:

- Press the down ARROW on the remote until the blocked symbol disappears.



Programmes are Rated as Follows

G = General Audiences (all ages)

PG = Parental Guidance (some material may not be suitable for children)

M = Mature

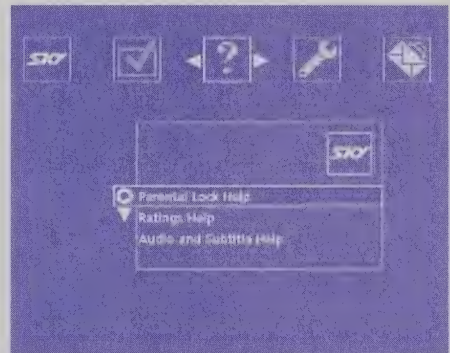
R16 = Restricted (under age 16 requires accompanying parent or guardian)

R-18 = Restricted (no one under age 18 should view)

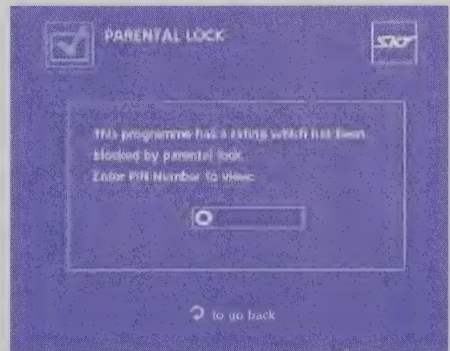
(A1, A2, and A3 are reserved for future use.)

Helpful Hints

- If you need more information about the “how to’s” of blocking programmes, go to the Help Menu and select “Parental Lock.”



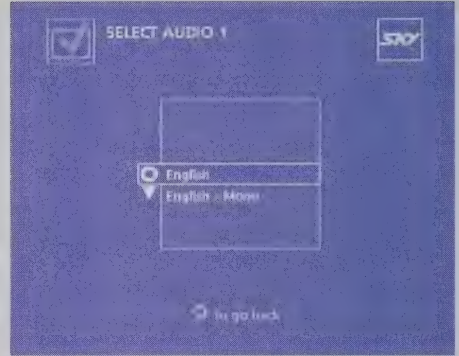
- If at any time you wish to view a blocked programme, press SELECT when you see this screen. You will be asked to enter your PIN and press SELECT to override the Parental Control.



Selecting the Audio Options

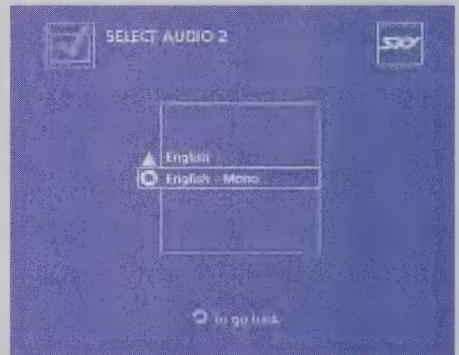
“Select Audio 1” chooses your primary audio language. Your decoder will always be “looking” for programmes to provide this type of sound.

- Use the up/down ARROWS and select “English” to set your decoder to look for high-quality stereo sound.
- Or, select “English - Mono” to set your decoder to look for monaural sound.
- Press SELECT to confirm your choice.



“Select Audio 2” chooses your secondary (or alternative) audio language. If the programme does not contain the audio you requested for Audio 1 (above), the decoder will accept this choice.

- Use the up/down ARROWS and select “English” or “English - Mono.”
- Press SELECT to confirm your choice.



Using the On-line Help



You have access to on-line assistance provided through the "Help Menu."

Special help menus are available for the following features:

Parental Control

Movie Ratings

Audio and Subtitle Options

- Use the up/down ARROWS to choose a help screen and press SELECT.

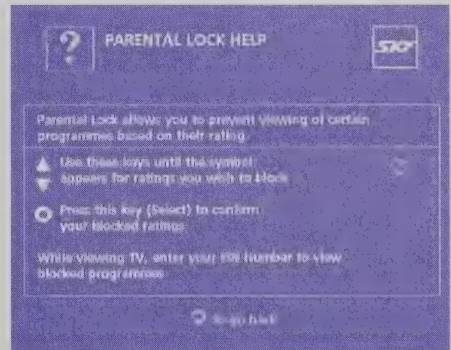
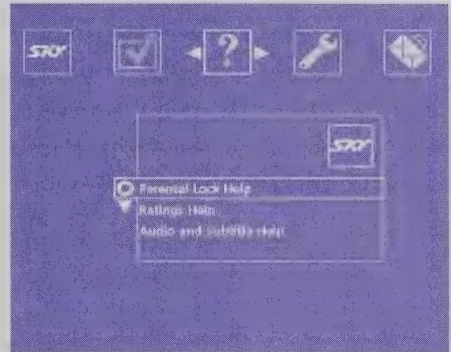


Each of the help screens is illustrated below:

Parental Lock Help

Explains the basic steps to block a programme.

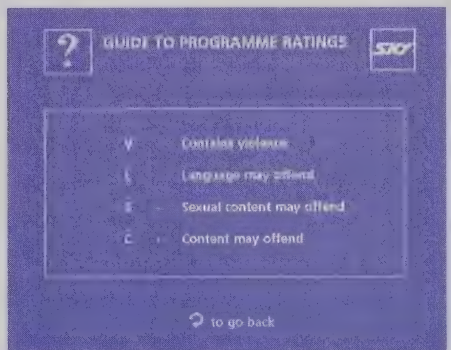
- Press GO BACK to exit this help screen.



Ratings Help

Explains the symbols used in rating movies.

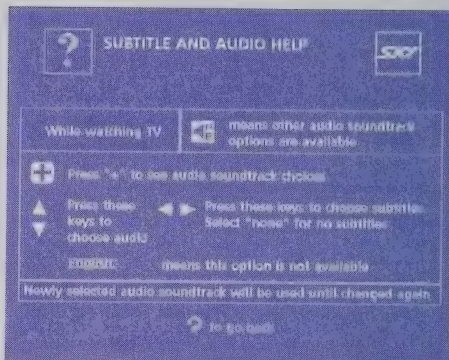
- Press GO BACK to exit this help screen.



Audio and Subtitle Help

Assists you in completing subtitle and audio settings.

- Press GO BACK to exit this help screen.



Troubleshooting

If transmission problems occur or the decoder suffers a technical failure, an "urgent message" icon pops up on the TV screen when you tune the decoder to mosaic channel. Or, if you change channels, the message will appear in the video information banner. The message states what happened and what to do.

Common problems affecting the operation of the decoder may be solved by referring to the troubleshooting chart below.

IMPORTANT: In case the on-screen Programme Guide, the decoder, or the remote do not work as described, review this manual before contacting SKY Customer Service.

If you are still unable to solve the problem, please contact SKY Customer Service. You will find the telephone numbers on page 10 or refer to the help screen with the useful phone numbers for the customer service centre nearest to you. The decoder, antenna, low noise block amplifier (LNB), and Smart Card are under a service warranty mentioned in the compliance agreement. To be covered under this warranty, you must read and closely follow the instruction manual.


Please, do not unplug a cable and do not reconnect a cable in a different way than set by the installer.

On-screen Error Messages

Message	Possible Cause	Corrective Action
<i>Technical failure; your signal has been interrupted.</i>	<ul style="list-style-type: none"> • Low noise block amplifier (LNB) is damaged. • Wrong orientation of the antenna • Coaxial cable disconnected, broken or incorrectly plugged in. • No signal transmission. • Decoder not set up. 	<ul style="list-style-type: none"> • Schedule a repair call. • Schedule a repair call. • Check that the cable is properly connected and free of damage. • Wait for the signal to be re-established. • Schedule a repair call.
<i>Please, insert your SKY card.</i>	<ul style="list-style-type: none"> • Card out of the slot or inserted incorrectly. 	<ul style="list-style-type: none"> • Verify that card is inserted correctly.

<i>Please remove ad re-insert your card.</i>	<ul style="list-style-type: none"> • The inserted card does not fit your equipment. • Card damaged. 	<ul style="list-style-type: none"> • Insert the correct card in your decoder. • Contact SKY Customer Service.
<i>Please contact SKY Customer Service to subscribe to this channel.</i>	<ul style="list-style-type: none"> • Channel not included in your contracted package. 	<ul style="list-style-type: none"> • Contact SKY Customer Service to subscribe to this service.
<i>Sorry, this channel is not available in your area.</i>	<ul style="list-style-type: none"> • The service requested is not offered in your service area or is not available to your decoder. 	<ul style="list-style-type: none"> • None.
<i>Please contact SKY Customer Service in regard to this PPV purchase.</i>	<ul style="list-style-type: none"> • Your PPV credit reached the limit. 	<ul style="list-style-type: none"> • Contact SKY Customer Service.
<i>Please contact SKY Customer Service, your system may have been without power for some time.</i>	<ul style="list-style-type: none"> • Smart Card expired. • Card out of the slot or inserted incorrectly. 	<ul style="list-style-type: none"> • Renew card through a SKY Service Centre. • Verify that card is inserted correctly.

Additional Service Issues

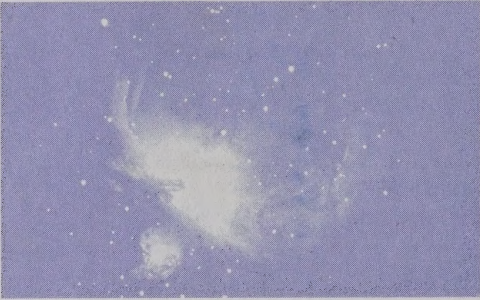
Condition	Possible Cause	Corrective Action
<i>The screen is blank.</i>	<ul style="list-style-type: none"> • Card out of the slot when the lost signal returns. • Decoder is off. • Decoder disconnected. • Loss of signal. 	<ul style="list-style-type: none"> • Pull the card out and insert it again. • Press the POWER button on your remote or the "Power" button  on the front panel of the decoder. • Check the connections. • Disconnect the equipment and connect it again.


<i>Snow on your TV.</i>	<ul style="list-style-type: none"> • Decoder is off (the front panel red stand-by light is on). • Your TV is not on the right channel. • Equipment disconnected. • TV or decoder damaged. 	<ul style="list-style-type: none"> • You can only watch open television channels. Turn the decoder on using the remote or the front panel buttons. • Your decoder is activated and in the wrong channel. • Check that your TV is on UHF channel 38. • Check the correct connections from the equipment to the energy supply and to your TV. • Schedule a repair call.
<i>All channels are in black and white.</i>	<ul style="list-style-type: none"> • Decoder is not tuned correctly. 	<ul style="list-style-type: none"> • Check tuning on our TV.
<i>One channel is frozen.</i>	<ul style="list-style-type: none"> • Signal is disrupted. 	<ul style="list-style-type: none"> • Wait for this channel signal to be re-established.
<i>Your decoder does not respond to the remote or to the buttons on the decoder's front panel.</i>	<ul style="list-style-type: none"> • Decoder not set up. 	<ul style="list-style-type: none"> • Unplug your decoder and plug it in again.
<i>Screen green or another colour (after a black-out or after turning off the equipment).</i>	<ul style="list-style-type: none"> • Decoder lost its configuration. 	<ul style="list-style-type: none"> • Unplug your decoder and plug it in again. If the problem persists, schedule a repair call.
<i>Horizontal lines on all channels.</i>	<ul style="list-style-type: none"> • Decoder damaged. 	<ul style="list-style-type: none"> • Contact SKY Customer Service.
<i>All channels alternate between blank screen and image.</i>	<ul style="list-style-type: none"> • Low noise block amplifier or decoder damaged. 	<ul style="list-style-type: none"> • Contact SKY Customer Service.
<i>A channel shows boxes in the image.</i>	<ul style="list-style-type: none"> • Defective signal. 	<ul style="list-style-type: none"> • Wait for this channel signal to be re-established.

	<ul style="list-style-type: none"> Decoder is damaged when failure is generalized to all channels. 	<ul style="list-style-type: none"> Contact SKY Customer Service.
<i>No Audio.</i>	<ul style="list-style-type: none"> "Mute" activated on your decoder or TV. 	<ul style="list-style-type: none"> Deactivate "Mute" using the remote of your decoder and/or your TV.
	<ul style="list-style-type: none"> Volume very low on your decoder or TV. 	<ul style="list-style-type: none"> Press the volume button on your remote or on the decoder's front panel.
	<ul style="list-style-type: none"> The card was pulled out and inserted again. 	<ul style="list-style-type: none"> Change channels.
	<ul style="list-style-type: none"> Equipment off. 	<ul style="list-style-type: none"> Check the connections from your equipment to the TV or sound system (using the baseband cables). If the coaxial cable is incorrectly connected, you will also not have video.
	<ul style="list-style-type: none"> TV or decoder damaged. 	<ul style="list-style-type: none"> Schedule a repair call.

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**Zenith Network Systems
1000 Milwaukee Avenue
Glenview, Illinois 60025**



technology by zenith 

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